

# United States Army Student Detachment

## Finance Out-Processing

FY16

### SERVICE MEMBER INFORMATION

Name: Last, First MI

Rank

Gaining Permanent Duty Station:

Report date:

Requested Leave Start Date:

TDY Enroute Location:  
Start Date:

Current Contact Number:

### REQUIRED DOCUMENTS IF REQUESTING ADVANCE PAY/GTCC ACTIVATION:

Use of the DoD Government Travel Charge Card (GTCC) is mandatory for all personnel to pay for ALL official travel costs for TDY/TAD and PCS (where applicable). Personnel with an individually billed account (IBA) GTCC will register in the PCS program. THE FOLLOWING FORM(S) MUST BE SUBMITTED TO UNITED STATES STUDENT DETACHMENT FINANCE SECTION NO EARLIER THAN (NET) 30 BUSINESS DAYS AND NO LATER THAN (NLT) 10 BUSINESS DAYS PRIOR TO YOUR PCS SIGN-OUT DATE. NO ACTION WILL BE TAKEN WHEN REQUESTS ARE NOT RECEIVED IN STATED TIMELINE.

### REQUESTING PAY ADVANCE:

- Permanent Change of Station (PCS) orders
- DD Form 2560 (Advance Pay Certification/Authorization)

### REQUESTING ACTIVATION OF GOVERNMENT TRAVEL CARD AND ENROLLMENT IN GTCC PCS PROGRAM:

- GTCC PCS Enrollment Memorandum
- PCS orders

**NOTE: IF NOT REQUESTING GTCC ACTIVATION OR PAY ADVANCE NO ACTION IS REQUIRED**

↓ FOR USE BY USASD PERSONNEL ONLY ↓

DATE PACKET RECEIVED:

PACKET RECEIVED BY:

REMARKS:

## ADVANCE PAY CERTIFICATION/AUTHORIZATION

### Privacy Act Statement

**AUTHORITY:** 37 U.S.C. 1006 et seq; E.O. 9397 November 1943 (SSN).

**PRINCIPAL PURPOSES:** To document a member's request for, and subsequent authorization of, an advance of pay to meet extraordinary expenses incident to a PCS move. It is also used to inform the member of the purposes and restrictions of such advances, and to establish repayment schedules.

**ROUTINE USES:** Information collected on this form becomes part of the Joint Uniform Military Pay System (JUMPS), and Reserve component pay systems and is subject to all of the routine disclosures which are more fully described in Service regulations. Routine recipients of JUMPS disclosures include, but are not limited to, Red Cross, State and local government for tax and welfare purposes.

**DISCLOSURE:** Voluntary; however, failure to provide the SSN will result in denial of payment since it is used to identify you for pay purposes.

#### PART I. REQUEST

<b>1. NAME</b> ( <i>Last, First, Middle Initial</i> )		2. SOCIAL SECURITY NO.	3. GRADE
<b>4. I REQUEST:</b>		<b>5. I REQUEST A REPAYMENT SCHEDULE OF:</b>	<b>6. I REQUEST PAYMENT OF THE ADVANCE PAY:</b>
a. ONE MONTH ADVANCE PAY ( <i>See Policy Guidance on reverse.</i> )		a. 12 MONTHS OR LESS ( <i>Specify number of months</i> )	a. WITHIN 30 DAYS OF PCS OR 60 DAYS AFTER REPORTING TO MY NEXT PDS.
b. MORE THAN 1 MONTH BUT LESS THAN 3 MONTHS BASIC PAY LESS DEDUCTIONS ( <i>Parts II and V must be completed.</i> ) ( <i>Specify amount</i> ) \$		b. 13 - 24 MONTHS ( <i>Parts III and V must be completed regardless of pay grade. NOTE: Repayment schedule cannot exceed member's date of separation.</i> ) ( <i>Specify number of months</i> )	b. 31 - 90 DAYS BEFORE MY PCS ( <i>Parts II and V must be completed.</i> )
			c. 61 - 180 DAYS AFTER ARRIVAL AT MY PDS ( <i>Parts II and V must be completed.</i> )

#### PART II. CERTIFICATION OF EXPENSES (*Actual or Anticipated*) (*Continue in Item 23 on reverse if necessary.*)

<b>7. EXPENSE</b>	<b>8. AMOUNT</b>	<b>10. EXPLANATION OF THE CIRCUMSTANCES WHERE GREATER-THAN-NORMAL EXPENSES MIGHT BE INCURRED OR CIRCUMSTANCES REQUIRING AN EARLY OR LATE PAYMENT OF ADVANCE PAY</b> ( <i>Up to 90 days before and 180 days after.</i> )
a.	\$	
b.	\$	
c.	\$	
d.	\$	
e.	\$	
f.	\$	
<b>9. TOTAL</b>	\$ 0.00	

#### PART III. JUSTIFICATION FOR MORE THAN 12 MONTHS PAYBACK

*(Justification must demonstrate that severe hardship would result if the advance is paid back in 12 months)*

<b>11. NO. OF DEPENDENTS</b>	<b>12. LIST SPECIFICS OF YOUR FINANCIAL SITUATION, INCLUDING OUTSTANDING DEBTS AND MONTHLY PAYMENT AMOUNTS THAT INDICATE A SEVERE HARDSHIP IN REPAYING THE ADVANCE IN THE NORMAL 12-MONTH TIME PERIOD</b> ( <i>Continue in Item 23 on reverse if necessary.</i> )

#### PART IV. MEMBER CERTIFICATION

**Penalty:** The penalty for willfully making a false claim/statement is a maximum of \$10,000 or maximum imprisonment of five years, or both (U.S. Code, Title 18, Section 287).

If I am separated prior to my ETS, I consent to withholding from current pay, final pay, or any other money due me to satisfy this indebtedness. I further consent to such withholding at a rate sufficient to satisfy this indebtedness no later than my separation, and understand that this could result in the withholding of 100% of any current pay, final pay, or other money due me.

*I have read and understood the policy on advance pay incident to a PCS contained on the reverse of this form. I hereby certify that the intended use of these funds meets the stated purpose. I have attached one copy of my PCS orders or assignment notification.*

<b>13. SIGNATURE</b>	<b>14. DATE (YYMMDD)</b>

#### PART V. APPROVAL OF MEMBER'S COMMANDER

<b>15. I HEREBY APPROVE THIS REQUEST FOR ADVANCE PAY OF:</b>	<b>16. WITH LIQUIDATION OVER:</b>	<b>17. AND PAYMENT OF THIS ADVANCE:</b>
a. ONE MONTH BASIC PAY LESS DEDUCTIONS	a. 12 MONTHS OR LESS ( <i>Specify number of months</i> )	a. WITHIN 30 DAYS OF PCS OR 60 DAYS AFTER REPORTING AT PDS
b. AN AMOUNT SPECIFIED NOT TO EXCEED 3 MONTHS BASIC PAY LESS DEDUCTIONS ( <i>Specify amount</i> ) \$	b. 13 - 24 MONTHS ( <i>Specify number of months</i> )	b. NOT PRIOR TO _____ ( <i>date</i> ) WHICH IS 31 - 90 DAYS BEFORE PCS
		c. 61 - 180 DAYS AFTER REPORTING TO NEW PDS
<b>18. APPROVING OFFICIAL NAME</b> ( <i>Last, First, Middle Initial</i> )	<b>19. SIGNATURE OF OFFICIAL</b>	
<b>20. TITLE</b>	<b>21. GRADE</b>	<b>22. DATE (YYMMDD)</b>

23. REMARKS

POLICY GUIDANCE

The purpose of an advance of pay incident to PCS is to provide a Servicemember with funds to meet the extraordinary expenses of a Government-ordered relocation, per DODPM Part 4.

An advance of pay shall not be authorized for the specific out-of-pocket expenses covered by advances of other pays and entitlements if such advances are used. The Servicemember may be authorized an advance of pay to the extent that incurred or anticipated expenses exceed those covered by the following advances or reimbursements, or are outside the scope of those entitlements:

- a. Overseas station housing allowance;
- b. Servicemember and/or dependent travel allowances and per diem;
- c. Dislocation allowance;
- d. Basic allowance for quarters and/or variable housing allowance.

An advance of pay for a PCS move in the same geographic area of a Servicemember's prior duty station, or place from which ordered to active duty, is only authorized when the Servicemember moves his/her household effects at Government expense. Proof of HHG shipment is required before advance pay for PCS moves in the same geographic area is paid.

An advance is not intended to provide funds for such items as investments, vacations, or the purchase of consumer goods that are not the result of direct expenses resulting from the Servicemember's PCS orders. Except under extraordinary conditions, an advance pay must be repaid before an advance for a subsequent PCS may be paid.

Servicemembers should consult appropriate Service regulations concerning grade levels requiring Commander's approval of a PCS advance that does not exceed 1 month's pay.

**AIR FORCE MEMBERS ONLY:** E4/SRA and below must have Commander's approval for all PCS advance pay payments.



**DEPARTMENT OF THE ARMY**  
HEADQUARTERS, UNITED STATES ARMY TRAINING CENTER AND FORT JACKSON  
4325 JACKSON BOULEVARD  
FORT JACKSON, SC 29207-5015

REPLY TO  
ATTENTION OF

ATZJ-RM

MEMORANDUM FOR Agency Program Coordinator (APC)

SUBJECT: Enrollment of Government Travel Charge Card (GTCC) in PCS Program

1. ENROLLMENT: I elect to enroll in the GTCC PCS program. I understand that upon enrollment my GTCC may be used for authorized expenses incurred for PCS travel. These authorized expenses include transportation, lodging, meals, and Temporary Quarters Subsistence Expenses within the limits of my entitlements.

Name: \_\_\_\_\_

Losing Unit: \_\_\_\_\_ Gaining Unit: \_\_\_\_\_

Report Date: \_\_\_\_\_

GTCC Account Number: 4614 - \_\_\_\_\_

Contact Phone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

**TDY En Route status, if applicable:** TDY Location: \_\_\_\_\_

TDY Start Date: \_\_\_\_\_ TDY End Date: \_\_\_\_\_

2. RESPONSIBILITIES: I understand that I may not obtain a travel advance by any other means (i.e. Finance Office, EFT, etc.) while enrolled in the PCS program. I understand that it is my responsibility to file my travel voucher in accordance with Department of Army policies and ensure that the balance is paid no later than 30 days past my report date. I will in-process with the gaining unit's APC upon arrival.

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date



DEPARTMENT OF THE ARMY  
WASHINGTON DC 20310

JUL 25 2014

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Mandatory Use of the Government Travel Charge Card for Permanent Change of Station (PCS) Expenses

1. References:

a. Memorandum, ASA (FM&C), Jun 9 2009, subject: Use of the Government Travel Charge Card (GTCC) for Permanent Change of Station (PCS) Expenses.

b. Memorandum, Under Secretary of the Army, 1 Jun 2011 subject: Army Travel Charge Card Program, Individually Billed Account (IBA) Use for Official Travel Related Expenses.

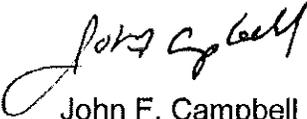
c. DoD 7000.14, Financial Management Regulation, Volume 9 Chapter 3: Department of Defense Government Travel Charge Card (GTCC), April 2014.

2. Effective immediately, for those with an individually billed account (IBA), the individually billed account travel charge card will be used for all official relocation expenses. For bargaining unit employees, this policy change is currently in the collective bargaining process.

3. Upon notification of PCS, individuals who possess an IBA will contact their local unit travel charge card Agency Program Coordinator (APC) to register into the PCS program. Accession and Separation PCS moves are excluded from the mandatory IBA use requirement.

4. Cardholders will benefit from the convenience of charge card use. The card eliminates the need to apply for an advance of travel entitlements and reduces the travelers' dependency on personal funds. The program also contains safeguards to prevent fear of delinquency and subsequent account suspension due to late payment.

5. The Army point of contact is Mr. Frank Rago, Army Travel Charge Card Program Manager, (703) 601-4191, francis.a.rago.civ@mail.mil.

  
John F. Campbell  
Vice Chief of Staff  
General, U.S. Army

  
Brad R. Carson  
Under Secretary of the Army

**SUBJECT: Mandatory Use of the Government Travel Charge Card for Permanent Change of Station Expenses**

**DISTRIBUTION:**

Principal Officials of Headquarters, Department of the Army  
Commander

- U.S. Army Forces Command
- U.S. Army Training and Doctrine Command
- U.S. Army Materiel Command
- U.S. Army Pacific
- U.S. Army Europe
- U.S. Army Central
- U.S. Army North
- U.S. Army South
- U.S. Army Africa/Southern European Task Force
- U.S. Army Special Operations Command
- Military Surface Deployment and Distribution Command
- U.S. Army Space and Missile Defense Command/Army Strategic Command
- U.S. Army Medical Command
- U.S. Army Intelligence and Security Command
- U.S. Army Criminal Investigation Command
- U.S. Army Corps of Engineers
- U.S. Army Military District of Washington
- U.S. Army Test and Evaluation Command
- U.S. Army Installation Management Command
- Superintendent, United States Military Academy
- Director, U.S. Army Acquisition Support Center
- Executive Director, Arlington National Cemetery
- Commander, U.S. Army Accessions Support Brigade
- Commandant, U.S. Army War College
- Commander, Second Army

**CF:**

- Director, Army National Guard
- Director of Business Transformation
- Commander, Eighth Army
- Commander, U.S. Army Cyber Command

# GOVERNMENT TRAVEL CHARGE CARD PROGRAM

## OVERVIEW

The DoD Government Travel Charge Card (GTCC) Program provides travelers an effective, convenient, and commercially available method to pay for expenses related to official travel.

## POLICY

Use is mandatory for all personnel (military or civilian) to pay for ALL official travel costs for TDY/TAD and PCS (where applicable).

The travel card is intended for official travel-related use only and using the card for personal purchases or to cover another traveler's expenses is prohibited.

## FEATURES

**Online and Mobile Account Management** — Access your GTCC account anytime, from anywhere using CitiManager. Through CitiManager you can:

- View statement activity and check balance
- View monthly statements
- Make payments
- Set up and manage email/mobile alerts
- Update contact information

Go to [www.citimanager.com](http://www.citimanager.com) to register for an account.

**Paperless Statements** — Elect to receive electronic statements online via CitiManager instead of waiting on a paper statement to arrive in the mail.

**Automated Card Status Check** — Your card may be de-activated for use when you are not in official government travel status. When you get ready to book travel, verify that your card is ready to accept charges without having to speak to a representative. Just the call Citi customer service number on the back of your card and follow the prompts.

## CUSTOMER SUPPORT

- Agency Program Coordinators (APCs) are the primary points of contact for travel card information.
- Citi Customer Service: 1-800-200-7056 (call collect from outside the U.S. 757-852-9076)

## TRAINING

Training is available for cardholders and APCs through Travel Explorer (TraX), DTMO's web portal, at [www.defensetravel.dod.mil/passport](http://www.defensetravel.dod.mil/passport).

- "Programs and Policies — Travel Card Program (Travel Card 101)" mandatory training for cardholders
- Travel Card Program Management training for APCs

## Traveler Benefits

- No need to use personal funds for mission-related travel expenses
- No interest charges
- Delayed late fees
- Extended payment terms
- Insurance coverage for rental car, lost luggage and personal injury
- Streamlined payment with Defense Travel System (DTS) split disbursement
- Online and mobile account management

*If you receive a new card, remember to update your GTCC information in your DTS user profile.*



\*Information current as of 9/2015



**DEFENSE TRAVEL MANAGEMENT OFFICE**  
*The DoD Center for Travel Excellence*

[www.defensetravel.dod.mil](http://www.defensetravel.dod.mil)

## *Top Myths about the Travel Card Program*

**MYTH:** I have to pay interest on my Department of Defense (DoD) Government Travel Charge Card (GTCC).

**FACT:** *Interest rates are never applied to the DoD GTCC.*

**MYTH:** I can use my personal charge card to pay for my official travel expenses.

**FACT:** *Use of the DoD GTCC is mandatory for all purchases related to official travel expenses, unless deemed otherwise exempt.*

**MYTH:** Late Fees begin to incur on my delinquent account after 60 days.

**FACT:** *A bill becomes delinquent 60 days after the billing due date. Late fees do not begin to incur on delinquent accounts until a total of 75 days have passed and the bill remains unpaid.*

**MYTH:** DoD does not have the authority to use my paycheck to pay for my undisputed delinquencies if I do not pay my delinquent bill within 120 days.

**FACT:** *DoD has the authority to use salary offset to pay a cardholder's delinquent bill after the bill has become 120 days delinquent. The maximum percentage that DoD can deduct from a delinquent cardholder's disposable income to pay the GTCC contractor is 15%.*

**MYTH:** If DoD does not reimburse me for my official travel within 30 days, there's nothing I can do about it.

**FACT:** *By law, DoD must pay reimbursements to travelers within 30 days. If reimbursements remain unpaid after this timeframe has passed, travelers will be paid interest on authorized reimbursement amounts.*

**MYTH:** If my bill is delinquent, the GTCC contractor will automatically report my delinquency to the credit bureaus, affecting my credit score.

**FACT:** *An outstanding bill will not be reported to the credit bureau UNLESS the bill has remained unpaid for 210 days.*

**MYTH:** As long as I reimburse the bank, I can use my GTCC travel card to pay for personal expenses while on official travel duty.

**FACT:** *Use of the travel card is limited to official travel costs only.*



**DEFENSE TRAVEL  
MANAGEMENT OFFICE**

## **Government Travel Charge Card Frequently Asked Questions**

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### **I. Frequently Asked Questions**

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**1. Will I be reimbursed the ATM access fee during travel?**

Effective 1 October 2014, ATM fees are no longer a separately reimbursable expense. Travelers are still reimbursed for these minor expenses (to include ATM fees), but as part of the incidental expenses (IE) portion of per diem rather than individual/separate expenses. For example, if TDY for a week, they receive \$35 (7 days @ \$5.00/day) to pay for these minor expenses throughout the week.

**2. Who should a cardholder contact when their government travel charge card is declined?**

The cardholder should contact their Agency Program Coordinator (APC) for assistance. If the APC is not available, the cardholder should contact Citi Customer Support at (800) 200-7056 or outside the U.S. call collect (757) 852-9076, 24 hours daily / 7 days a week.

**3. Can a Scheduled Partial Payment (SPP) be paid to the traveler's government travel charge card?**

Yes, if there are expenses on the authorization indicated as being paid for using the travel card.

**4. Who should a cardholder contact for travel card issues/questions?**

The cardholder should contact their Agency Program Coordinator (APC) directly. They are responsible for supporting their organization's day-to-day operations for the DoD Travel Card. Should the cardholder be unable to reach their APC, they may contact Citi Customer Service at (800) 200-7056 or outside the U.S. call collect (757) 852-9076, 24 hours daily / 7 days a week.

**5. How do I apply for a DoD travel card?**

Applications for an individually billed account (IBA) are available through your Agency Program Coordinator (APC) as well as at Citibank's webpage [www.transactionservices.citigroup.com/transactionservices/home/sa/a2/gsmartpay2/dod/forms.jsp](http://www.transactionservices.citigroup.com/transactionservices/home/sa/a2/gsmartpay2/dod/forms.jsp). Your APC will provide important program information and the "DoD Statement of Understanding for Travel Cardholders" which every applicant must complete prior to being issued an account. An electronic version of the Statement of Understanding can be found at [www.defensetravel.dod.mil](http://www.defensetravel.dod.mil) on the Government Travel Charge Card page.

**6. What if I can't pay my bill because I haven't received my reimbursement?**

Cardholders are responsible for paying their monthly billing statement in-full, excluding any disputed transactions, by the due date indicated on the statement. Unpaid accounts are considered past due at 30

days beyond the billing date, and delinquent at 60 days beyond the billing date. Cardholders are responsible for payment regardless of the status of their travel reimbursements. If your due date is approaching and you've yet to receive reimbursement, please contact your travel approving official immediately.

**7. Can I be placed in salary offset without anyone notifying me?**

The Salary Offset process is initiated by DFAS upon written request from the GTCC contractor. Salary Offset is the process by which travel card delinquencies greater than 120 days may be collected from DoD cardholders, via automatic garnishment of their wages, up to 15% of their disposable income. Prior to being enrolled in Salary Offset, cardholders are provided several reminders regarding the late payment status of their account, to include that enrollment in Salary Offset may occur if the balance remains unpaid.

**8. What is the credit limit for my DoD individually billed travel card?**

The type of account you have determines your credit limit. There are two types of Individually Billed Accounts (IBA), standard and restricted. The default credit limit for a standard travel IBA is \$7500. The default credit limit for a restricted travel IBA is \$4000. Contact your Agency Program Coordinator (APC) to verify what type you have. Your APC can also adjust these default credit limits to meet official travel mission needs.

**9. What if I'm denied a travel card?**

If your application is denied contact your Agency Program Coordinator (APC) immediately. In some cases, your commander or supervisor can arrange for travel card to be issued to meet mission needs regardless of the outcome of your application request.

**10. What authority requires me to split disburse my travel payments and where is it stated?**

Per DOD 7000.14-R Financial Management Regulation Volume 9, Chapter 3, DoD personnel (military or civilian) who have been issued a travel card for use while performing official government travel are required to use split disbursement to pay all undisputed charges against the GTCC. Payment for all GTCC (IBA) charges will be sent directly to the GTCC contractor. It is the traveler's responsibility to pay their GTCC contractor directly for any outstanding charges not split disbursed. To support the split disbursement requirement, the DTS will automatically split disburse airline, hotel, rental vehicle, and other miscellaneous expenses identified by the traveler as charged to the GTCC (IBA) directly to the GTCC contractor. Approving officials are responsible for ensuring that split disbursement amounts are properly annotated and should return any travel vouchers that do not comply for correction and resubmission. For additional information regarding split disbursement, refer to Title 10 U.S.C. 2784a.

**11. Can I use my travel card to pay medical expenses if I'm injured or sick while on TDY?**

No. The travel card may only be used to pay the expenses of official travel (e.g., transportation, lodging, meals, etc.). Medical care is considered a personal expense. Before departing for TDY, travelers should understand how to access their health care provider and should take the proper documentation (military ID card or civilian health insurance card) or sufficient personal funds (e.g., a personal credit card).

**12. Can I use my travel card to pay for personal travel that occurs in conjunction with official travel?**

The travel card is not for personal use. Misuse of the travel card will not be tolerated. Commanders/Supervisors will ensure travel cards are used for official travel related expenses.

**13. How can I get a higher credit limit for my travel card?**

You must make the request to the Agency Program Coordinator (APC). They have the authority to increase the overall credit limit on a temporary basis to accommodate mission requirements. Commanders and supervisors must validate the requirement to increase the limit. In some cases, your APC may need to elevate the request to their Component Program Manager (CPM), or the Defense Travel Management Office (DTMO).

**14. How do I access my travel card account online?**

Cardholder's may log into CitiDirect at <https://home.cards.citidirect.com> using your assigned username and password. If you do not have a username or password, contact your Agency Program Coordinator (APC) for information/assistance in obtaining access

**15. Is there a limited time to file a dispute claim?**

All disputes must be filed within 60 days of the date on the billing statement which the erroneous charge first appeared. In the event that the billing statement includes charges that the account holder considers questionable, the cardholder will first contact the merchant to try to resolve the questionable charge. If unsuccessful, he or she will obtain a dispute form from the APC (IBA), account manager (CBA), or from the GTCC contractor's website. The cardholder will complete and send the form to the GTCC contractor. It is the responsibility of the cardholder to ensure the dispute form has been received by the GTCC contractor. Once the dispute notification has been received by the GTCC contractor, the contractor will issue a provisional credit for the amount of the dispute pending resolution. Formally disputed charges will not age and the account will not suspend for lack of payment of a disputed charge.

**16. Am I responsible for charges on my government travel charge card after it has been reported lost or stolen?**

If your travel card is lost or stolen you must immediately report it to Citibank Customer Support at (800) 200-7056, or if outside the U.S. call collect (757) 852-9076, 24 hours daily / 7 days a week, to avoid responsibility for fraudulent charges on your account. Be sure to also notify your Agency Program Coordinator (APC). Cards reported lost or stolen are blocked from accepting additional charges, and you will not be liable for unauthorized charges.

**17. Where can I find the policies and procedures for the Government Travel Charge Card?**

Information regarding policies and procedures for the Government Travel Charge Card can be found in The DoD Financial Management Regulation (DoDFMR), Volume 9, Chapter 3.

**18. What is CitiDirect?**

CitiDirect is the GTCC contractor's electronic access system. It consists of two parts, the Citi Custom Reporting System (CCRS) and the Citi Card Management System (CCMS). CCRS is a secured web-based tool designed to provide Agency Program Coordinators with the ability to access, navigate, and explore

relational data and make key business decisions in real-time. CCMS allows Agency Program Coordinators to effectively manage accounts.

**19. How do you set up a new user in the Citi Card Management System?**

To set-up a new user in the Citi Card Management System, please click <https://home.cards.citidirect.com/CommercialCard/Cards.html>. Then select the "Self -registration for Cardholders" option on the home page.

**20. What is an Agency Program Coordinator (APC)?**

An APC serves as the liaison between you, your agency/organization, and the GTCC contractor bank. In addition, the APCs are responsible for day-to-day operations. You can find additional information regarding duties in the Financial Management Regulation, Volume 9 (DoDFMR), Chapter 3.

**21. What is a Component Program Manager (CPM)?**

A CPM provides program oversight at the Component level and serves as a liaison to the Defense Travel Management Office. They also provide direction to Agency Program Coordinators. The Service specific emails are listed below.

- Army – <http://www.asafm.army.mil>
- Navy – <https://www.navsup.navy.mil/ccpmd>
- Marine – <http://www.hqmc.marines.mil>
- Air Force – <http://www.af.mil>

**22. What is Salary Offset and how does it relate to the Government Travel Charge Card?**

Salary Offset is the collection of an undisputed, delinquent charge card amount from an employee's payroll or retirement annuity. A Due Process letter is sent to the cardholder when the account reaches 90 days delinquent. The letter will advise of the intent to submit the account for salary offset unless: 1) the balance is paid in full within 30 days, 2) an acceptable repayment plan has been reached between the cardholder and Citibank, or 3) the cardholder can prove the balance is not valid. The letter will include procedures advising the cardholder of the right to file for a hearing to protest the balance due.

**23. What is "Mission Critical", relative to my Government Travel Charge Card (GTCC), individually billed account (IBA)?**

*Mission Critical* is when a traveler is on official government travel performed under competent orders and traveler is performing duties that, through no fault of his/her own, prevent the traveler from filing a voucher for outstanding travel card charges. APC/CPM must place the cardholder in a mission critical status to prevent the account from suspension (61 days past billing). Once the mission has been completed, the traveler has 45 days to pay the outstanding balance. Travelers using DTS should arrange for scheduled partial payments (SPPs) to ensure their travel card expenses can be paid while on long term TDY.

**24. What is the Intellilink data mining tool for Government Travel Charge Card?**

Intellilink is a Visa data mining tool used to analyze travel card spend information better, faster, and more easily. This tool helps detect and evaluate potential fraud / misuse, identify cost-savings opportunities,

provide oversight across an agency and provide performance metrics at a glance. APC's should contact their CPM to obtain access.

**25. What do I do when moving from one DoD Component to another?**

If you are transferring within DoD, it is important that you do NOT destroy or cancel your account. Contact your Agency Program Coordinator at your new organization to transfer the account into your new hierarchy.

**26. What is a centrally billed account (CBA)?**

A CBA is a Government Travel Charge Card (GTCC) issued to a DoD activity for use in purchasing transportation, including airline tickets, bus tickets, and rail tickets. Transportation accounts will be used when a traveler has not been issued an IBA or is exempt from mandatory use of the GTCC. These accounts are billed directly to, and paid directly by, the owning organization,

**27. What is an individually billed account (IBA)?**

An IBA is travel card issued to individual Service member or DoD employees. The individual uses the IBA to pay their expenses (cardholder only) on official travel. Use of the IBA for any purpose is considered misuse and is subject to administrative and/or disciplinary action. These accounts are billed directly to the cardholder, who is responsible for payment.

**28. What if I prefer to use my own charge card instead of the Government Travel Charge Card?**

Failure to use the travel card when mandated to do so may subject the traveler to appropriate administrative or disciplinary action.

**29. Do I receive travel accident insurance when using the Government Travel Charge Card?**

As a Cardholder, you are insured against accidental loss of life, limb, sight, speech or hearing while riding as a passenger in, entering or exiting any licensed common carrier, provided the entire cost of the passenger fare(s), less redeemable certificates, vouchers or coupons, has been charged to your Citi DoD Travel Card (some exclusions apply). Please contact Citi Customer service at 1-800-200-7056 for information regarding the maximum benefit amount that applies to your account or to start the process of filing a claim. If you are outside of the U.S., call Citi collect at 757-852-9076.

**30. Do I receive luggage insurance when using the Government Travel Charge Card?**

As a Cardholder, you will receive coverage for permanently lost, stolen or damaged articles while checked with or carried on a common carrier, when the entire fare is charged to your Citi Government Travel Card Account (some exclusions apply). Please contact Citi Customer service at 1-800-200-7056 for information regarding the maximum benefit amount that applies to your account or to start the process of filing a claim. If you are outside of the U.S., call Citi collect at 757-852-9076.